



# Defense Travel System

3 December 2002



**Defense Travel System-  
Army  
Program Manager**

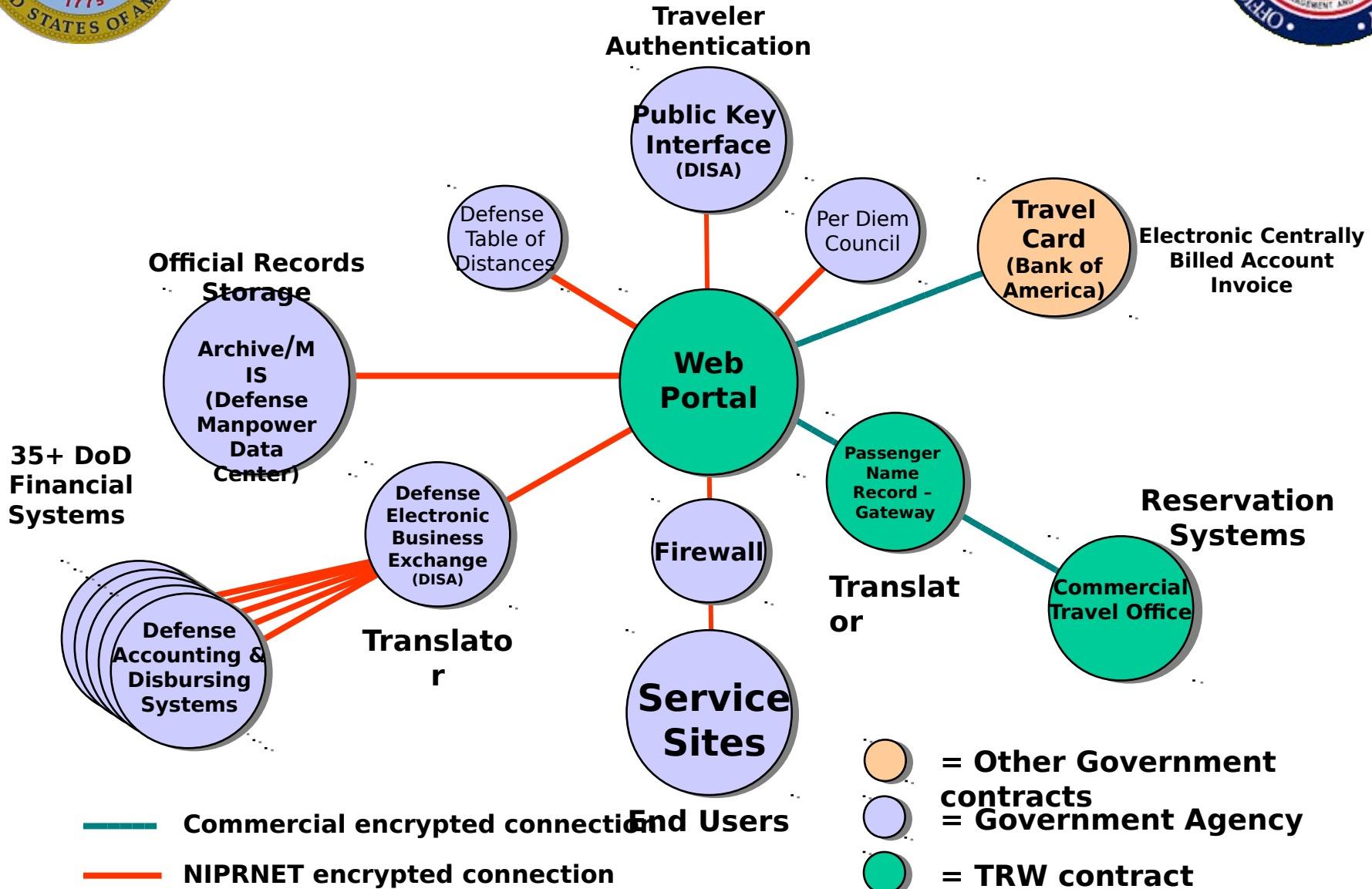


# Agenda

- **What is DTS?**
- **Limitations**
  - ✓ **Functionality**
  - ✓ **Personnel Impact**
  - ✓ **CTO Connectivity**
- **Fielding Concept**
- **Questions**



# DTS Architecture





# DTS-Limited vs DTS-Full

## Defense Travel System

### DTS Limited

- Travel Authorization, Orders
- Static Flight, Hotel Database
- Travel Voucher
- Pre-Audit Documents
- Printed Documents
- Stand-alone Version
- Client Server Version (LAN)
- Route and Review
- Budget Modules
- Certified Computation Module

### User Training

- CBT
- Videos
- Manuals

- External Interfaces
  - Common User Interface
  - DADS
  - DMDC Archive
  - DTOD
- GDS Live Reservation Availability
- DOD PKI - Digital Signature



# Limitations

*A **seamless, paperless temporary duty travel system** that: **meets the needs of travelers, commanders and process owners; reduces costs, supports mission requirements, and provides superior customer service.***

**But.....**



# DTS Evolutionary Development

Mar 2003	Jan 2004	Jan 2005	Jan 2006	
<b>Jefferson</b> <ul style="list-style-type: none"><li>•CBA Reconciliation</li><li>•Group Travel Phase 1</li><li>•PLOT Phase 1</li><li>•Read Only Access</li><li>•Deployment Automation Tool</li><li>•Pull Down Menu Phase 1</li><li>•Schedule Partial Payment &amp; Advances</li><li>•Ticketing</li><li>•Cancellation</li><li>•Profile Validation</li><li>•DTA Maintenance</li></ul>	<b>Madison</b> <ul style="list-style-type: none"><li>•Debt Management Ph 1</li><li>•Full Web functionality (w/2<sup>nd</sup> RDC)</li><li>•Group Travel Phase 2</li><li>•Local Voucher Processing ( CP #45)</li><li>•CCV charge card interface</li><li>•PLOT Phase 2</li><li>•DTA Tool Phase 2</li><li>•DTS Reports</li><li>•Budget Module Redesign</li><li>•Positive Acknowledgement</li><li>•Pull Down Menu Phase 2</li><li>•Independent Fielding</li><li>•Cancellation (automated)</li><li>•CUI/GDS enhancements</li><li>•Reserve/Guard Travel</li><li>•MEPS</li></ul>	<b>Monroe</b> <ul style="list-style-type: none"><li>•Debt Management Phase 2</li><li>•CTO Enhance</li><li>•CTO Initiated Transactions</li><li>•CTO route to traveler</li><li>•Multiple PNR trips</li><li>•GSA City Pair Enhancements</li></ul>	<b>Q. Adams</b> <ul style="list-style-type: none"><li>•Transportation Reports</li><li>•TBD</li></ul>	
			<b>Pending Release Requirements</b> <ul style="list-style-type: none"><li>•DIA requirements</li><li>•DCD Interface</li><li>•GATES Interfaces</li><li>•BQ Lodging Interface</li><li>•PERSTEMPO Interface</li><li>•PCS Travel (computation)</li><li>•Direct Vendor Reservations</li><li>•Quick Trip</li><li>•User Interface Enhancements</li><li>•Multiple FSN</li></ul>	



# *Personnel Impact*

- **Pre-Deployment Activities**
- **Defense Travel Administration**
- **Customer Service/Help Desk**
- **Training**



# DTS Administration (DTA)

- Administration not “Administrator”
- Team concept
- Needs expertise, or access to expertise, in
  - People skills (communication, training, help desk operations)
  - Personnel
  - IT/IM
  - Transportation
  - RM



*Ensure proper initial setup of their organizations for deployment*



# *Right Person for the Right Job*

- **Personnel Administration**

- QC personnel data for initial upload
- Traveler & routing official data maintenance
- ID and process new arrivals

- **Financial/Resource Management (RM)**

- Load Budgets and balances
- Link budgets with lines of accounting
- Ensure that lines of accounting are properly established and “understandable” by users

Request potential “A”

- **Transportation Officer (TO)**

- Familiar with transportation policies
- OCONUS travel coordination

- **Information Technology**

- Knowledge of automated systems
- Complete infrastructure assessment
- Configure infrastructure to support DTS
- Provide IT/IM support for DTS



# Customer Support

- Help Desk
  - ✓ Travel & transportation policy and local procedures
  - ✓ DTS formal & continuing training
  - ✓ DTS administration and maintenance
  - ✓ IT/IM system administration and security
  - ✓ Gatekeeper to TRW Help Desk
- A three-tier customer support approach is in place:
  - ✓ Tier 1 - The user with supplementary materials, help from expert user (Traveler/routing list official)
  - ✓ Tier 2 - DTA support for users; authorized to call T3HD with problems/issues/questions
  - ✓ Tier 3 - TRW Help Desk (T3HD); PMO focal point 1



# CTO Connectivity

## ➤ CTO Connectivity \*2004?

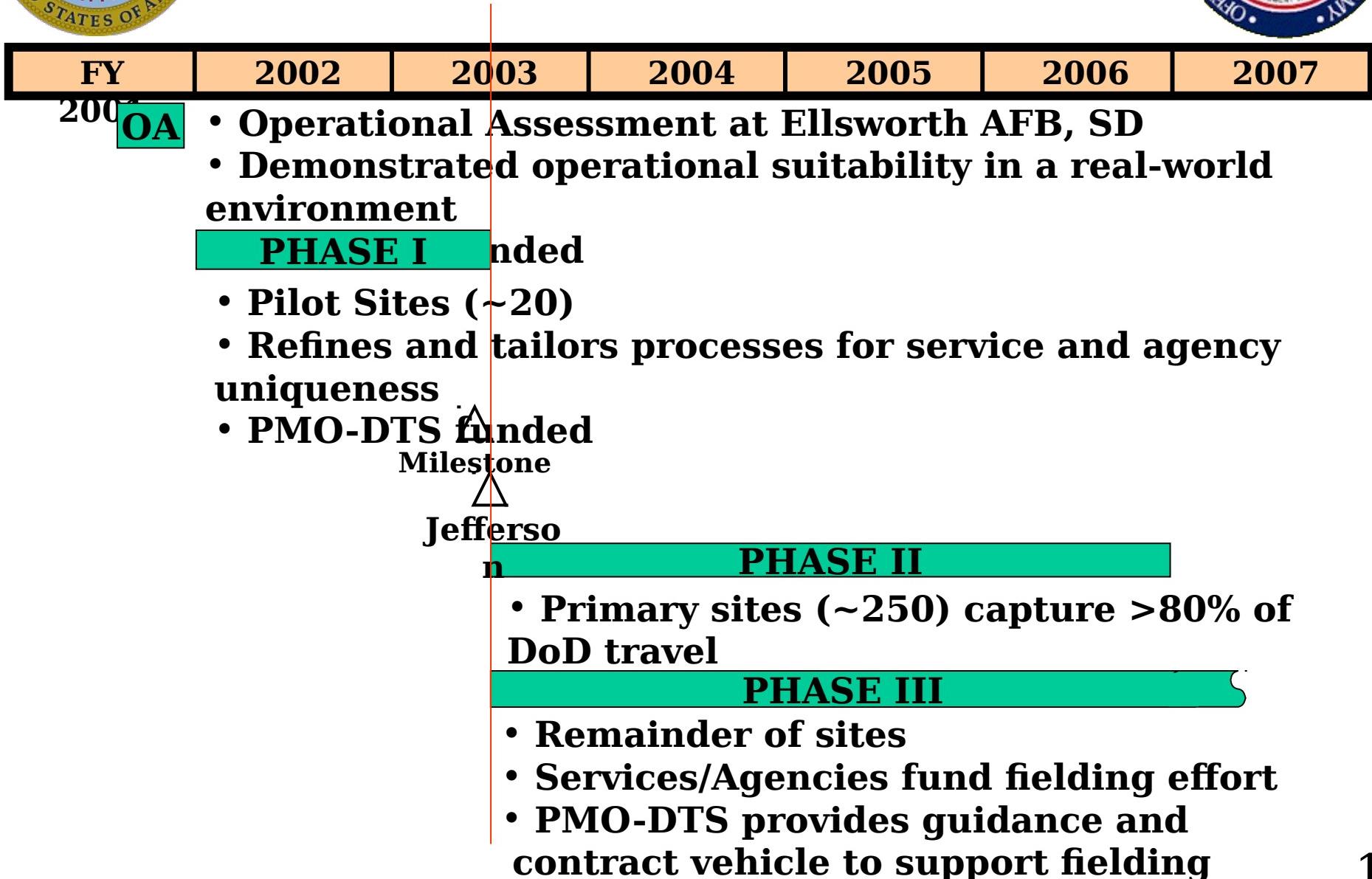
✓ CTO connectivity is linked to travel contracts. Currently Carlson Wagonlit Travel (CWT) performs the bulk of Army Commercial Travel arrangements. CWT has opted not to connect to DTS under current Army contracts.

✓ DoD contracts should resolve the CTO connectivity issue



# Current DTS Fielding Concept

(How to deploy to over 11,000 sites?)





# Phase I Sites

## Army (3)



**Fort Campbell, KY**  
**Aberdeen Proving Ground, MD**  
**Fort McPherson, GA**  
**HQ DA, VA**

## Air Force (3)



**Ellsworth AFB, SD (OA site)**  
**Minot AFB, ND**  
**Tyndall AFB, FL**  
**Nellis AFB, NV**  
**Vance AFB, OK**



## Marine Corps (2)

**MCAS, Beaufort, SC**  
**HO USMC, VA**

## Navy (2)

**OPNAV N4**  
**DON/CIO**



**Joint Forces Staff College, Norfolk, VA**

**PMO-DTS (Arlington, VA)**

## Agencies

**DLA (Battle Creek, MI)**  
**DFAS (Arlington, VA)**  
**DSCA (Arlington, VA)**  
**DoDEA (Arlington, VA)**  
**DLA DSC (Richmond, VA)**

**VA)**

**★ = Site is operational**

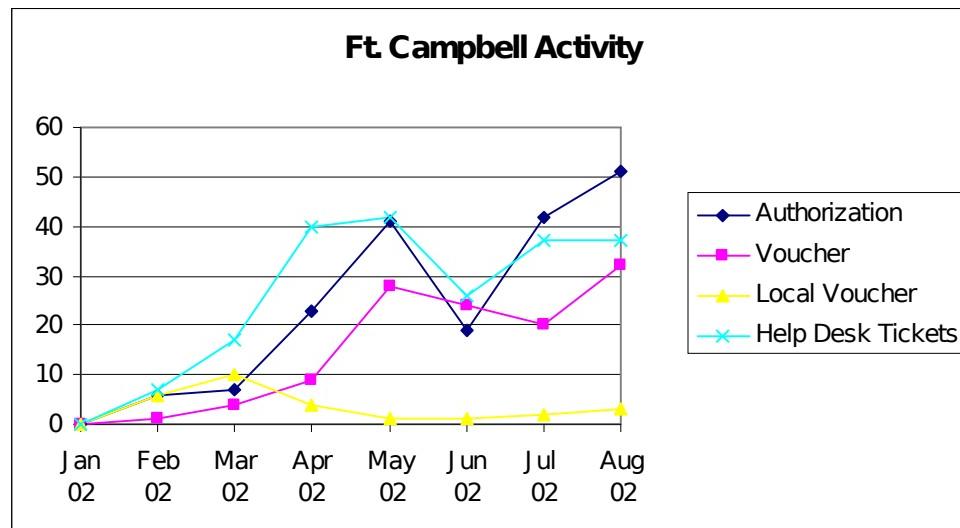


# Ft. Campbell



## Site Issues

- Response Time
  - It takes the LDTA 46 minutes to access the user table -Issue associated with client server; *Beta test version of fix has been distributed to Ft. Campbell and has alleviated the problem. Response time is currently ~ 1 minute.*
  - Lack of Training Resources (LDTA is the primary trainer) *Army and*



Source: TRW System Usage Statistics

<u>Population</u>	<u>DTS Mode</u>	<u>PKI</u>
26,000	Tailored (CTO)	CAC



# Ft. Campbell (cont.)

## Site Issues (cont.)

- Lack of system functionality
  - Non ATM Advances, Group Travel, Long Term TDY, Personal Leave in Conjunction *All of this functionality will be available in the Jefferson Release (Mar 03)*
  - Use of Multiple LOAs with more than one FSN *Functionality will be available in the Madison Release (Jan 04)*

## Proliferation

- No Proliferation Plan received. Service representative and PMO working with site to develop workable plan
- Lack of Training Resources/Manpower (The LDTA has no additional help)



# Aberdeen PG



## Site Issues

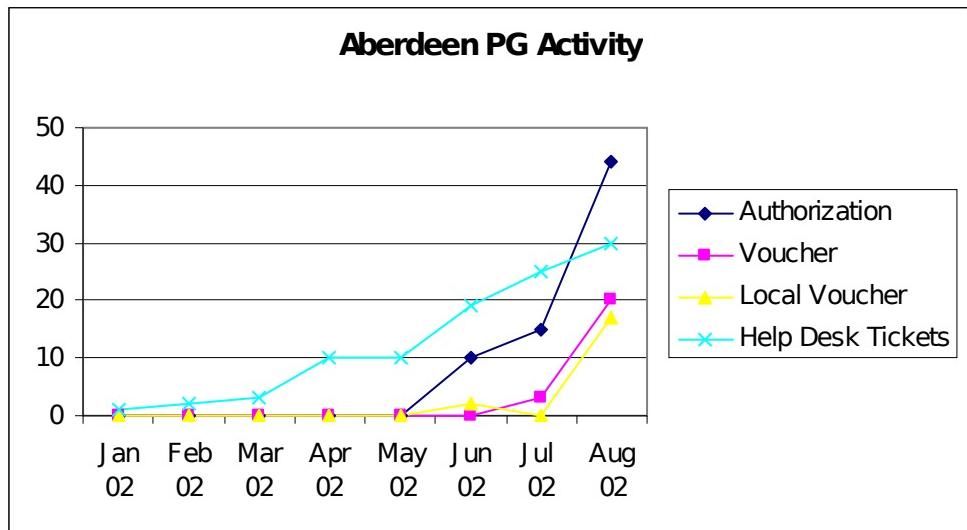
- Software Incompatibility  
(Unicenter, Resumix, KeyScan)

*Development/testing of the fix/K2 currently underway*

- Unwillingness of current CTO  
(Carlson Wagonlit) to connect  
to DTS

- Software Installation  
Difficulties

*TRW T3HD has provided  
guidance on proper procedures  
for installing/uninstalling DTS  
and Kyberpass software*



*Source: TRW System Usage  
Statistics*

<u>Population</u>	<u>DTS Mode</u>	<u>PKI</u>
9,000	Tailored (CTO)	CAC



# Aberdeen PG (cont.)



## Site Issues (cont.)

- Tier 2 Help Desk/Customer Support

*The PMO is currently undergoing a Fielding Process Improvement initiative which includes Tier 2 Help Desk setup. These concepts can be applied to Aberdeen Proving Ground to help improve Tier 2 support*

## Proliferation

- Proliferation Plan received (50% slippage)
- Incompatibility Issues



# Fielding Schedule FY 03



FY	# Sites
01-02	4
03	11
04	28
05	23
06	18

<i>Site</i>	<i>MACOM</i>
Fort Belvoir, VA	MDW
Fort Bragg, NC	FORSCOM
Rock Island Arsenal, IL	AMC
Fort Knox, KY (+USAREC)	TRADOC
Fort Drum, NY	FORSCOM
HQs, Dept of the Army, Pentagon, Arlington, VA	HQDA
National Training Center and Fort Irwin, CA	FORSCOM
Fort Sam Houston, San Antonio, TX	MEDCOM
NG, NGB National HQs, Arlington, VA	NGB
Detroit Arsenal, Warren, MI	AMC
Fort Monroe, VA	TRADOC

**Milestone 'C'**  
**(May 03)**



# **Fielding Schedule FY 04**

<b>Site</b>	<b>MACOM</b>
United States Military Academy, WestPoint, NY	USMA
Natick Labs (RD&E Center), Natick, MA	AMC
Fort Lewis, WA	FORSCOM
Fort Hood, TX	FORSCOM
Fort Riley, KS	FORSCOM
Fort Polk, LA	FORSCOM
Fort Stewart, GA (+Hunter AAF)	FORSCOM
Fort Carson, CO (+ArSpace Cmd)	FORSCOM
Fort Lee, VA	TRADOC
Fort Leavenworth, KS	TRADOC
Fort Shafter, HI (+Schofield Barracks/Tripler Army Med Ctr)	USARPAC
Fort Benning, GA	TRADOC
Fort Monmouth, NJ	INSCOM
Fort Sill, OK	TRADOC



# Fielding Schedule FY04 (cont)

<b>Site</b>	<b>MACOM</b>
Fort Leonard Wood, MO	TRADOC
Fort Bliss, TX	TRADOC
Fort Eustis, VA	TRADOC
Fort Wainwright, AK	USARPAC
Amy Total Army PERSCOM, Alexandria , VA (+ARPERSCOM)	HQDA
Fort Richardson, AK	USARPAC
Presidio of Monterey, Monterey, CA	TRADOC
Army Reserve, Command HQs, Atlanta, GA	USAR
Fort Huachuca, AZ	TRADOC
Fort Rucker, AL	TRADOC
Fort Jackson, SC	TRADOC
White Sands Missile Range, NM	ATEC
Fort Gordon, GA	TRADOC
MTMC HQs, Alexandria, VA	MTMC



# Fielding Schedule FY05

<b>Site</b>	<b>MACOM</b>
Fort McCoy, WI	MEDCOM
Army Reserve, 88th RSC, Fort Snelling, MN	USAR
Redstone Arsenal (RATS)	AMC
Army Material Command (HQ AMC)	AMC
Fort George G. Meade, MD	MDW
Fort Buchanan, San Juan, PR	USARSO
Walter Reed Army Medical Center, VA	MEDCOM
Fort Detrick, Frederick, MD	MEDCOM
Army Reserve, 63rd RSC HQs, Los Alamitos, CA	USAR
Army Reserve, 77th RSC HQs, Fort Dix, NJ	USAR
Army Reserve, 96th RSC HQs, Salt Lake City, UT	USAR



# Fielding Schedule FY05 (cont)

<b>Site</b>	<b>MACOM</b>
Army Reserve, 89th RSC HQs, Wichita, KS	USAR
Army Reserve, 94th RSC HQs, Devens, MA	USAR
Army Reserve, 70th RSC HQs, Seattle, WA	USAR
Picatinny Arsenal	AMC
Tobyhanna Army Depot (+HQ TACOM)	AMC
Army Reserve, 81st RSC HQs, Birmingham, AL	USAR
Army Reserve, 90th RSC HQs, Little Rock, AR	USAR
Army Reserve, 90th RSC, New Orleans, LA	USAR
USACE HQs, Washington, DC	USACE
Fort Hamilton, NY	MDW
Camp Casey, Korea	EUSA
Yongsan, Korea	EUSA



# Fielding Schedule FY06

<b>Site</b>	<b>MACOM</b>
COE, Eng Waterways Exp Stn, Vicksburg, MS	USACE
COE, District HQ, Omaha , NE	USACE
COE, District HQs, Seattle , WA	USACE
COE, Huntsville Center, AL (Engr Spt& Tng)	USACE
NG, State HQ, San Luis Obispo, CA (+Sacramento)	NGB
Charles E. Kelly Support Facility, Oakdale , PA	USAR
NG, State HQs, Oklahoma City, OK	NGB
NG, State HQs, Latham, NY	NGB
NG, State HQs, Annville, PA	NGB
NG, State HQs, Diamond Head, Honolulu , HI	NGB
NG, State HQs, Tacoma, WA	NGB
NG, State HQs, Camp Mabry, Austin , TX	NGB
NG, State HQs, Camp Lincoln, Springfield , IL	NGB
NG, State HQs, Salem, OR	NGB
NG, State HQs, Draper, UT	NGB
NG, State HQs, Phoenix, AZ	NGB
NG, State HQs, Camp Denali , AK	NGB
NG, State HQs, Indianapolis, IN	NGB



# Defense Travel System-Army

## Questions?

- Worldwide Web
  - ✓ DoD: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil)
  - ✓ Army: [www.asafm.army.mil/fo/fod/dts/dts.asp](http://www.asafm.army.mil/fo/fod/dts/dts.asp)
- Phone: (703) 602-1968 {DSN 332}
- FAX: (703) 602-1979 {DSN 332}
- E-Mail: [asafmdts@hqda.army.mil](mailto:asafmdts@hqda.army.mil)





# Back-up Slides





# Milestone C/Deployment Entrance Criteria

Document	Status	Baseline Date
Acquisition Decision Memorandum	Waiting Milestone	Mar 03
Acquisition Program Baseline	2 <sup>nd</sup> draft	Mar 03
Acquisition Strategy	2 <sup>nd</sup> draft	Mar 03
Clinger-Cohen Act Compliance	In review. Uses 2001 EA	Mar 03
C4I Support Plan	1 <sup>st</sup> draft	Feb 03
Operational Requirements Document	JRB on 11/22/02	Dec 02
Test and Evaluation Master Plan	ATEC writing section 4	Jan 03
Independent Technology Assessment	N/A Memo required	Jan 03



# DTS Milestone C/Deployment Decision Issues

- ♦ Two entrance criteria may not be complete by March 03
  - Economic Analysis update (~ 4 weeks behind)
  - Operational Test results summary (not available until mid-Apr)
- Pilot site results indicating need for testing of improvements in the field
  - More intuitive user interface for improved usability
  - Increased functionality delivered with Jefferson release
  - Improved response time for Common Access Card (CAC)
- Impacts:
  - Baseline schedule slips combined decision meeting to early May 03
  - Delays fielding of some FY03 sites - moves about 14 sites to FY04



# Pilot Site Summary

PMO visited and surveyed multiple pilot sites during the past

several weeks to understand the operational issues

Concern / Cause	DTS Action
Need to improve usability - Older DTS COTS product	Accelerating complete set of new screens with web usability expert—next chart
Slow response times - Users on old version of client - PKI Cert. Revoc. List (CRL) growth - Inefficient interface with CAC	Upgrading users to new version Increased number of processors Developing improved CRL search Accelerating SSL solution – following chart
Software incompatibilities - DTS PKI client	Improving current DTS client (Dec 02) Accelerating Secure Socket Layer (SSL) solution
Need for new functionality - Missing group travel, CBA, etc.	Jefferson software release in final testing - on schedule for Mar 03



# **Response Time Issues**

- Added additional servers on DTS front end
- Upgrading all users to newest version of DTS client
- Improved DTS server handling of certificate revocation list
- Jefferson release (Mar 03) will reduce logon times by at least 33%
- Going to Secure Socket Layer (SSL) approach (May 03)



# How it All Began

- ★ National Performance Review - Sep '93
  - *Call for overhaul of entire DoD travel system*

## DoD Travel Reengineering Task Force - Jan '95

- *DoD travel system is fragmented, inefficient, expensive to administer, and occasionally impedes mission accomplishment*



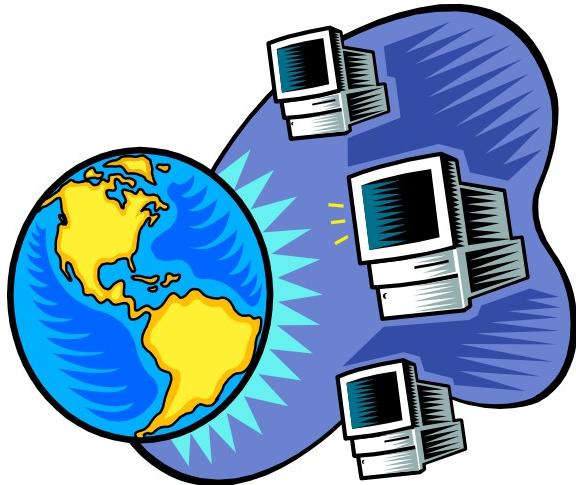
# Task Force Recommendations



- ♦ Consolidate travel services under one single procurement entity
  - Simplify traveler entitlements and publish in plain English
  - Make supervisors responsible for managing travel
  - Use government charge cards
  - Speed travel voucher settlement
  - Use electronic funds transfer to speed payment of claims



# *DTS Vision*



**A seamless, paperless,  
temporary duty travel system  
that meets the needs of  
travelers, commanders, and  
process owners. It must  
reduce costs, support mission  
requirements, and provide  
superior customer service.**



# *DTS Improvements*



## Old Methods

**Ball point pen**



## New Methods

**Digital signature**

**Phone request**



**Computer request**

**Complicated rules**



**Simplified rules**

**Paper travel order**



**Electronic**

**Paper travel  
voucher**



**authorization**

**Single disbursement**



**Electronic voucher**

**Paper archive**



**Split disbursement**

**Electronic archive**



# *DTS Benefits*

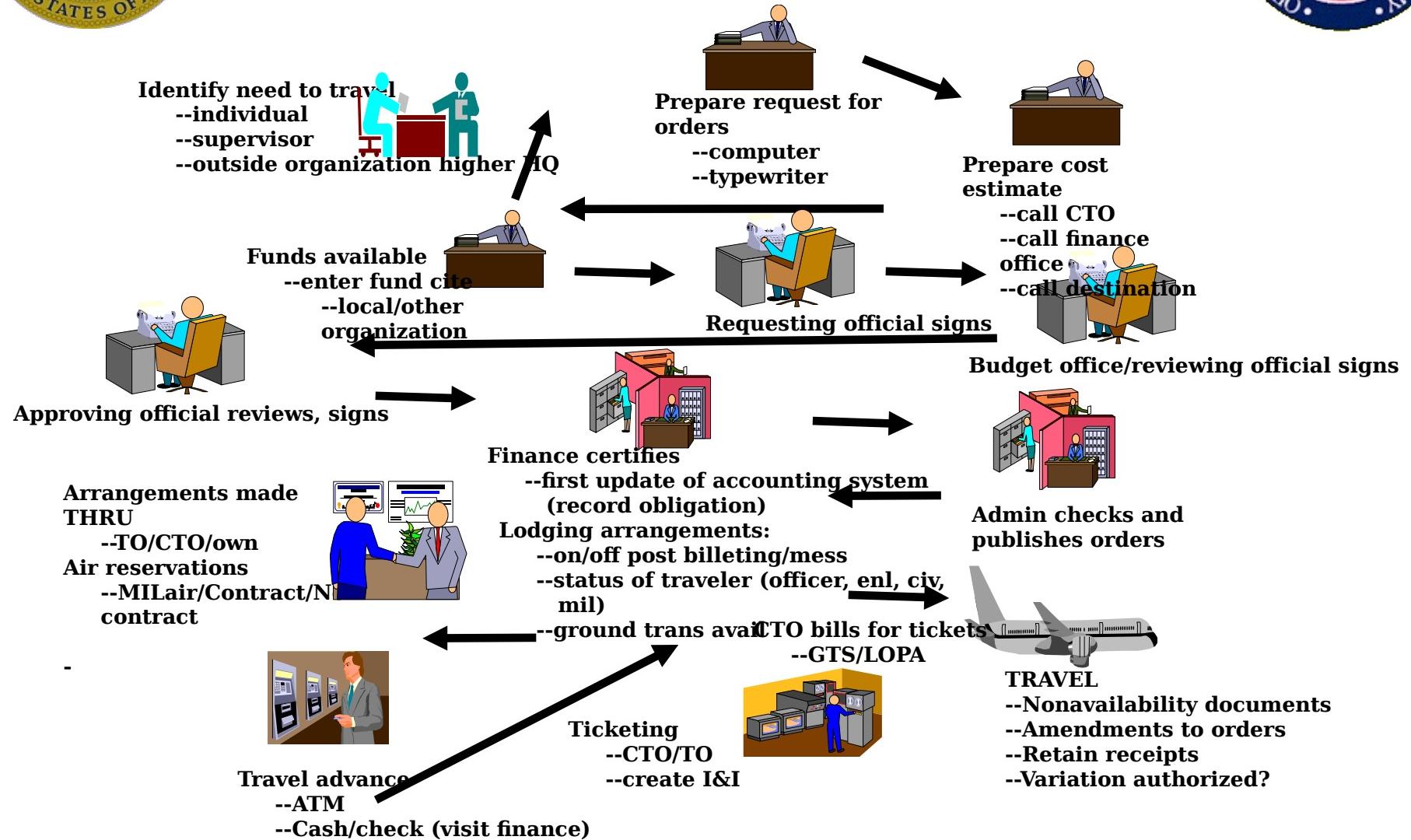


## ❖ Benefits to User:

- ❑ Less time “running orders”
- ❑ Accurate payments
- ❑ Payments within 3 days
- ❑ Split disbursements
- ❑ More time “defending the nation”



# Current Pre Travel Process

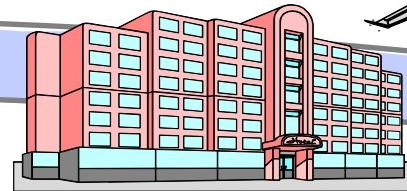




**Traveler/Admin  
inputs  
travel info in PC**



**Interface with CTO  
for lodging, rentals  
transportation**



**Authorizing  
Official  
approves  
electronically**



**ATM advance  
as required**

**TDY**

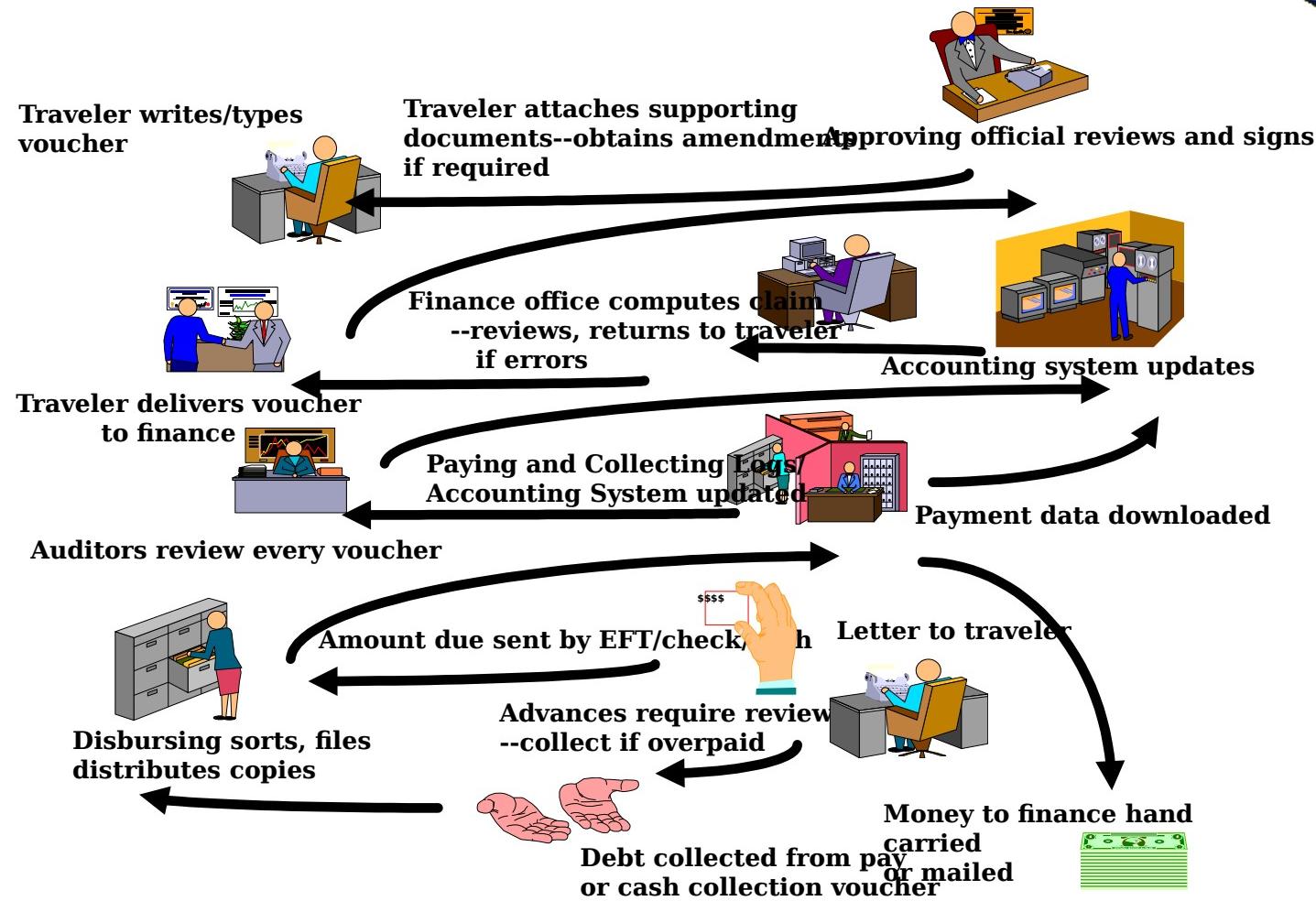


**Ticketing**

**Traveler receives  
completed order;  
prints as needed**



# Current Post Travel Process



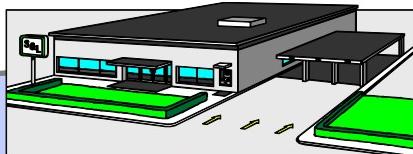


# DTS Voucher Process

**Traveler enters  
SSN, finishes  
voucher**



**Management  
Reviews, approves,  
& certifies**



**Traveler pays  
balance of bill**

**Funds sent EFT  
to bank/credit union  
or "split" pays to  
charge  
card vendor**



**Electronically  
sent to disbursin  
for processing**



# Reengineering DoD's Travel Concept *Sites*

## REENGINEERING 1996 - Proving the

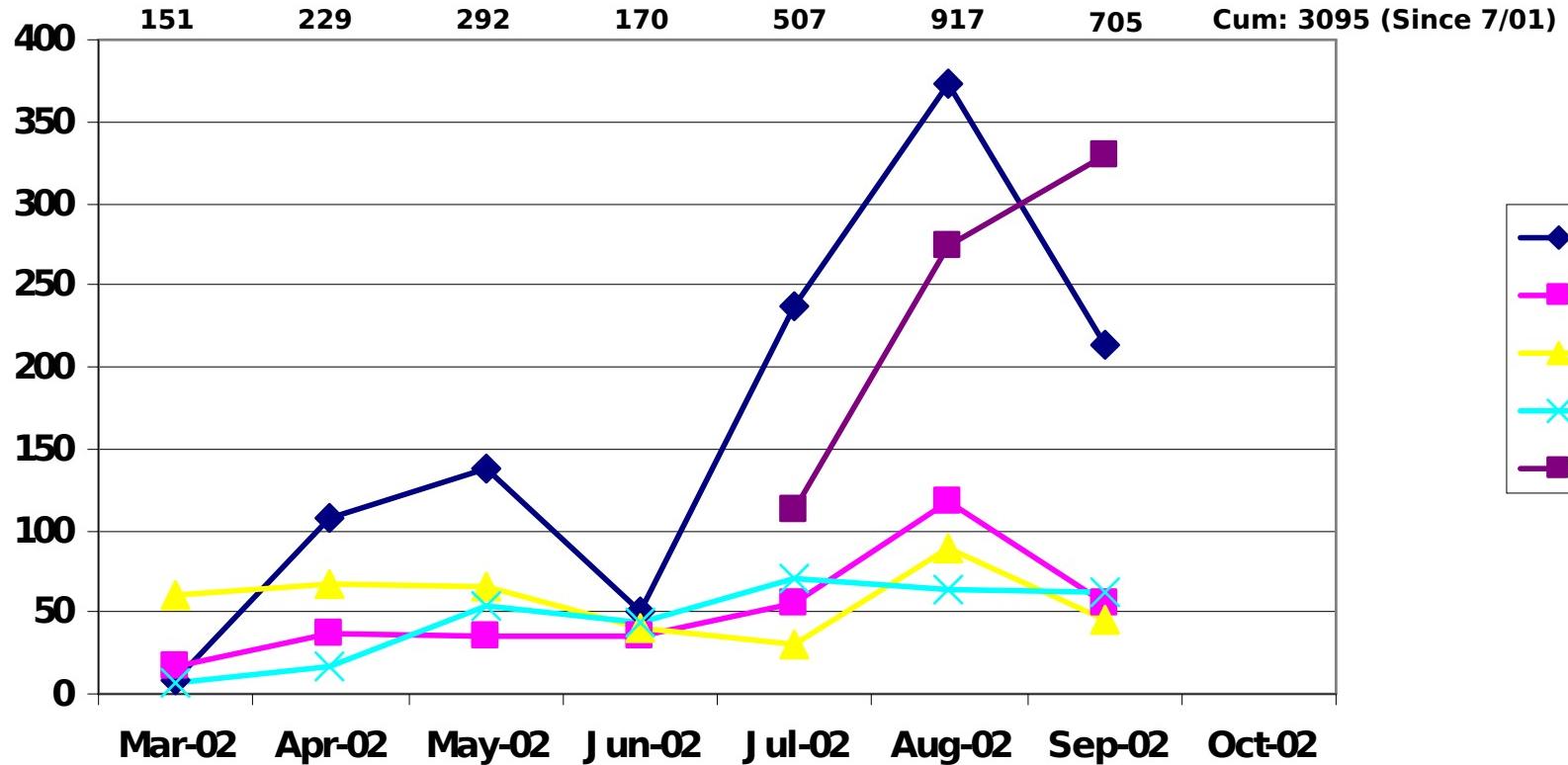
**2002 - Current Pilot**

	<u>BEFORE</u>	<u>AFTER</u>
★ Quicker Reimbursement 5.8 Days		11.3 Days
	10 Days	< 3 Days
★ Fewer Process Steps	40 Steps 37 Steps	21 Steps 7 Steps



# Monthly Authorizations Approved

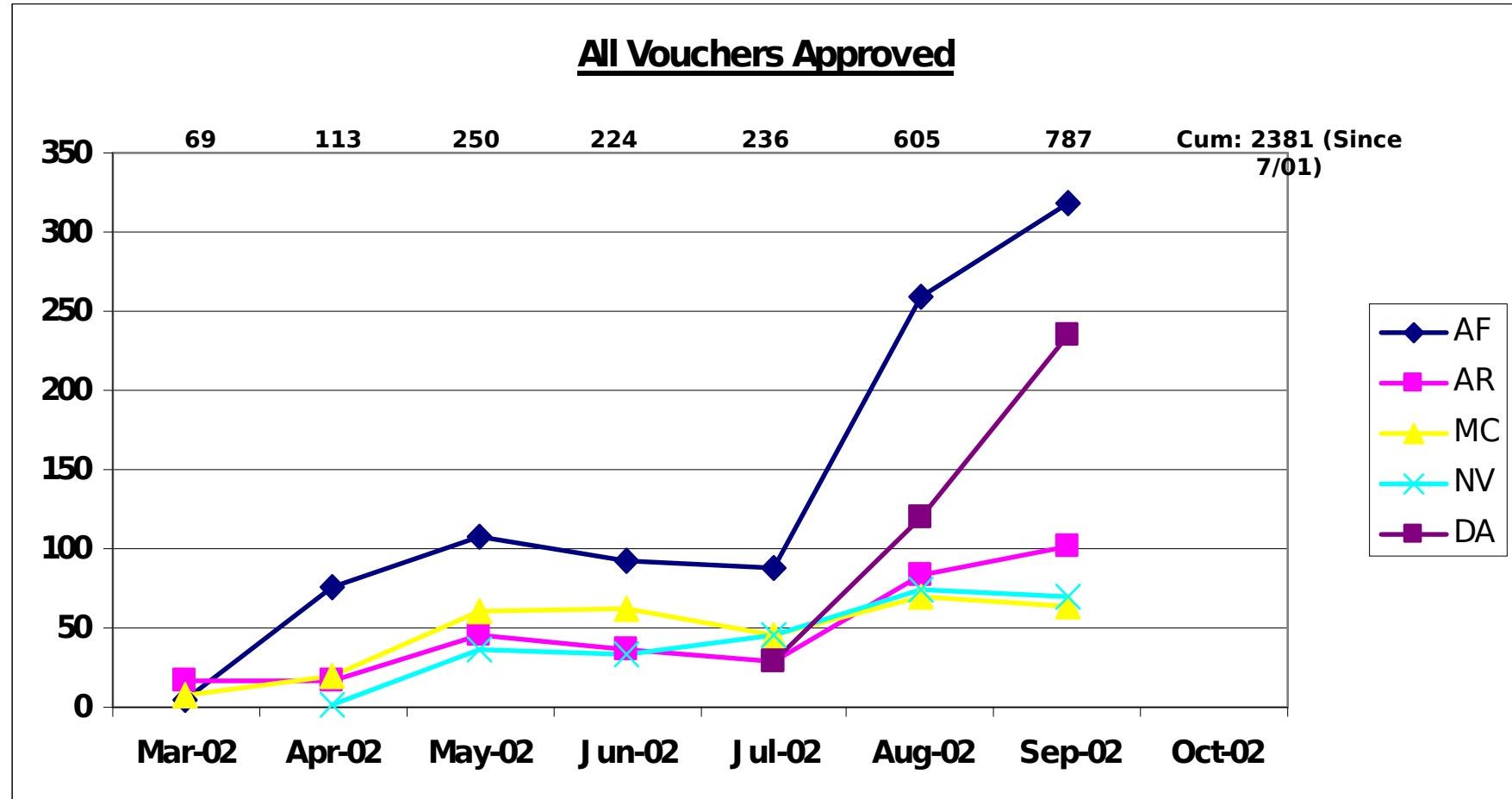
## Total Authorizations Approved



Beaufort    DON CIO    JFSC    OPNAV-N4    APG    DFAS-Arl    DoDDEA    Ft McPherson  
Ft Campbell    PMO    Hq MC  
Minot    DLA-BC  
Tyndall    Pendleton  
DSCA



# Monthly Vouchers Approved

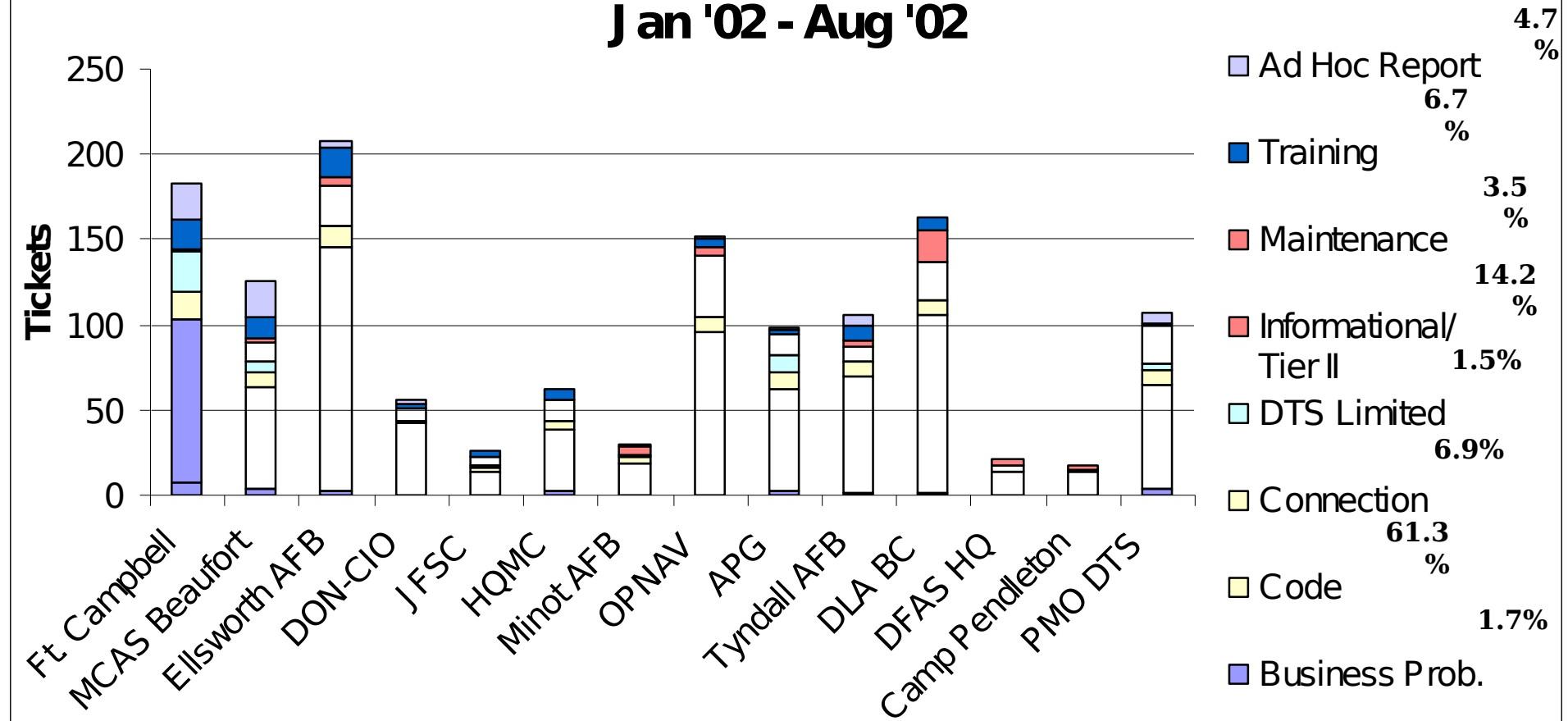


Beaufort Ft Campbell	DON CIO PMO	JFSC Hq MC Minot	OPNAV-N4	APG DLA-BC Tyndall	DFAS-Arl Pendleton DSCA	DoDEA	Ft McPherson
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# Tier 3 Help Desk Tickets

**Tier 3 Help Desk Tickets (By Category)**  
**Jan '02 - Aug '02**





# Help Desk Analysis

- Help Desk Tickets are predominantly software related. These calls are classified under the “Code” category which includes the following:
  - Defects
  - Enhancement/usability related calls
  - PNR Gateway, GDS, DADS, DEBX related issues
  - PMO will further break Code down into more useful categories
- Second most-frequent calls are informational/Tier 2 type calls
  - These calls can be reduced by improved Tier 2 Help Desk setup, training and self support capability (DTS web sites populated with FAQs, Workarounds, Bulletins etc.)